

May 13, 2005

Mary L. Cottrell, Secretary  
MA Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 05-12

Dear Ms. Cottrell:

Enclosed please find Bay State Gas Company's ("Bay State" or "Company") response to the Massachusetts Department of Telecommunications and Energy's ("Department") information request DTE 1-1 from Set 1, issued on May 5, 2005, in the above-referenced docket.

Please date-stamp a copy of this letter for our files, and return in the enclosed envelope. Also, please feel free to contact me at (508) 836-7254 should you have any questions concerning this filing.

Sincerely,

Thomas R. Birmingham  
Manager, Regulatory Policy

cc: Jody M. Stiefel, Hearing Officer (3 copies)  
Colleen McConnell, Assistant Attorney General  
Charles Harak, Counsel for UWUA

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E.

D.T.E. 05-12

Date: May 13, 2005

Responsible: Thomas R. Birmingham

DTE 1-1

Please explain how your company calculates and measures each of the following service quality performance measures with regard to (i) variable definition and measurement; (ii) data-collection methods; (iii) data quality issues; and (iv) data analysis and interpretation. Illustrate where possible.

- a) Non Emergency Telephone Answering Factor
- b) Emergency Telephone Answering Factor
- c) Service Appointments Kept
- d) Meter Reads
- e) Bill Adjustments
- f) Lost Time Accident Rate
- g) Response to Odor Calls
- h) Restricted Work Day Rate
- j) Unaccounted for Gas
- j) Staffing Levels\*
- k) Consumer Division Cases\*

\* Bay State added these two measures to the Department's request to coincide with the series of measures requested in D.T.E. 04-116, DTE-GAS 1-1.

RESPONSE:

Attachment DTE 1-1 includes excerpts from the Company's Service Quality Manual ("SQ Manual") related to each of the above listed measures. The SQ Manual devotes a separate section to each measure that includes the following elements: (i) measure summary; (ii) flow diagrams for both the data collection process and the data reporting process; (iii) a sample calculation; (iv) back-up information; and (v) findings and recommendations.

Specifically, Section (i) includes, among other things, a definition of the measure, the formula Bay State uses to calculate its performance, and a textual description of the Company's data-collection and data reporting methods. Section (ii) includes a step-by-step illustration of Bay State's service quality data collection and reporting processes for each measure. Section (iii) illustrates how the Company derives each reported statistic. Section (iv) provides any additional back-up information, and Section (v) provides any applicable findings and

recommendations, which are based on periodic internal reviews of its processes.<sup>1</sup>

One purpose of this SQ Manual is to help ensure that there are no data quality issues, and that any changes to a given business process (e.g., the implementation of a new telephone switch at the Company's Springfield Contact Center) has no impact on the quality or consistency of Bay State's service quality data collection efforts. Another purpose of the SQ Manual is to standardize and automate, to the extent possible, the data analysis and interpretation processes regardless of what employees are involved or what measure is being reviewed.<sup>2</sup>

## **BULK ATTACHMENT**

---

<sup>1</sup> The Company notes that it did not include back-up information or finding and recommendations for certain measures. The back-up information included either bulk documents or documents filed as part of previous Department reviews, or internal reviews did not result in any findings or recommendations.

<sup>2</sup> The Company also notes that because business functions, reporting structures, personnel, etc., are dynamic and the SQ Manual is a snapshot in time, the materials provided in this response may not reflect all current conditions. However, all the information was updated as recently as the fall 2004, and is reflective of how the Company manages its service quality compliance efforts.